
Automatic Call Distribution Load Management

The Automatic Call Distribution (ACD) Load Management feature is used by supervisors to alter the ACD configuration in response to changing traffic loads. Refer to the *ACD Load Management* NTP for details.

The ACD messages are output while load management functions are being performed.

ACD messages

ACD0000	ACD Load Management program is running.
ACD0001	Noisy ACD terminal; disabled since noise threshold exceeded.
ACD0002	Too many invalid characters entered on ACD terminal; disabled since invalid character threshold was exceeded.
ACD0003	Invalid character entered.
ACD0004	Cannot transfer the reported agent to another queue.
ACD0005	Cumulative time-out count exceeded due to slow response of the high-speed link. Traffic is too heavy. Auxiliary processor has difficulty processing the messages.
ACD0006	TTY I/O block pointer for the high-speed link is nil. Action: Remove the high-speed link in software, then redefine it. If problem persists, perform a system reload or parallel reload.
ACD0007	Pointer to high-speed link data is nil. Take same action as for ADD160. Action: Remove the high-speed link in software, then redefine it. If problem persists, perform a system reload or parallel reload.

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ACD0008	No call register available at this moment. Action: If message persists, increase the number of call registers for the customer.
ACD0010	Invalid input character; only blanks allowed.
ACD0011	Input buffer size exceeded; field too long.
ACD0012	Unknown command.
ACD0013	Invalid day; valid range 1 to 31.
ACD0014	Invalid month; valid range 1 to 12.
ACD0015	Invalid day-month combination.
ACD0016	Invalid hour; valid range 0 to 23.
ACD0017	Invalid schedule; valid range 0 to 3.
ACD0018	Invalid day of week; valid range 1 to 7.
ACD0019	Same day cannot be reentered.
ACD0020	Too many digits supplied for DN.
ACD0021	Invalid digits; valid digits are 0 to 9 and *.
ACD0022	Invalid digit; valid digits are 0 to 9.
ACD0023	DN supplied is not a valid ACD-DN.
ACD0024	Invalid RAN time threshold or time-out.
ACD0025	Invalid RAN route.
ACD0026	Invalid threshold values.
ACD0027	Queue overflow destination cannot be itself.
ACD0028	Invalid value of 'T' in TSF.
ACD0029	Same report option cannot be reentered.
ACD0030	Invalid report option.
ACD0031	DN supplied is not a valid trunk route access code.

ACD0032	Route does not auto-terminate (for SRTA command), or no members for this route (for SRTA & SPRI commands).
ACD0033	Member number out of range.
ACD0034	Invalid member number; for SRTA command it could also mean that the number selected did not have an auto-terminating ACD-DN defined.
ACD0035	Invalid priority value.
ACD0036	No empty position for agent in new queue.
ACD0037	DN supplied is not a valid ACD Position-ID.
ACD0038	Position selected must be an agent, not a supervisor.
ACD0039	An agent position can only be moved to a supervisor position, not another agent position.
ACD0040	Invalid key number.
ACD0041	Key number not reserved for agent position on supervisor's telephone.
ACD0042	Cannot transfer an agent position, currently being observed by its supervisor, to another supervisor.
ACD0043	Command number for library command is out of range (0-99).
ACD0044	Only a list command (LAPA, LATS, LRTA) can be stored in the library.
ACD0045	No message (MSG) call registers are available for sending a library command.
ACD0046	Invalid parameter list for library command.
ACD0047	Too many parameters for storage.
ACD0048	Too many ACD-DN; maximum is 6.
ACD0049	Unable to fulfill request — system error.
ACD0050	Data not available because of initialization.
ACD0051	Request for DTOT is outside of current daily reporting period.
ACD0052	Unable to fulfill request — another report is running.
ACD0053	Invalid input for report number.

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ACD0054	No reports requested for DTOT/STOT.
ACD0055	DTOT/STOT only valid for senior supervisor.
ACD0056	High speed link does not exist.
ACD0057	High speed link is down. Codes ACD101-ACD105.
ACD0058	Invalid directory number.
ACD0100	Invalid digit. Valid digits are 0-9, * and #.
ACD0101	TLDD value must be from 10 to 1800.
ACD0102	All ACD-DNs specified for SQ0n must be unique.
ACD0103 DN	The Target ACD-DN (dn) cannot answer TOF calls for this Source ACD-DN because it already services 6 Source ACD-DNs. Action: To define the TLDD value remove the affected Target ACD-DN from this Source ACD-DN or from another Source ACD-DN.
ACD0104 DN	When deleting the Target ACD-DN (dn) from a Source ACD-DN with a TOFT value defined, the Source TOF queue address could not be found in the unprotected line block. This may indicate corrupted data (see BUG88) and the Source TOF calls are not terminating to the Target Agents. Action: Run the Audit Program (LD 44) and/or perform manual Initialization. If the problem persists, contact your service representative.
ACD0105	The TLDD command is not allowed when the TOF package is restricted. Codes above ACD106 apply to X11, Release 12 and later.
ACD0106	Valid only for ACD Package D services.
ACD0107	The Priority Agent Package (PRI) is not equipped.
ACD0108	This command is only valid with the Load Management package equipped.
ACD0109	Agent Priority is out of range. Ranges: NT and XT = 1-48 All others = 1-32 (This includes RT.)
ACD0115	Command is only valid when ACD Package B is equipped.
ACD0116	Command is not valid for ACD-D customers.
ACD0117	The STOR command was not completed successfully.

ACD0211	Call is in the TOF queue, but the TOF call bit is not set.
ACD0212	Call is not in the TOF queue, but the TOF bit is set.
ACD0213	A Ring Again (RGA) call is in the TOF queue.
ACD0214	A Call Party Recall call is in the TOF queue.
ACD0300	Package for M2216 sets is not equipped.
ACD0301	The message number is out-of-range (0-99).
ACD0302	The distribution list number is out-of-range (0-9).
ACD0303	The entry number is out-of-range (0-9).
ACD0304	Allocate block failed.
ACD0310	Command not available without the NACD package 178.
ACD0311	You cannot use the NITE command with Night Tables defined in NACD.
ACD0312	You cannot use the TLDD command with Day Tables defined in NACD.
ACD0313	Invalid Table name. Only D (Day) and N (Night) are valid.
ACD0314	Input value is out-of-range.
ACD0315	The specified Target table is full.
ACD0316	There are not enough call registers available to send a data base request message to the remote ACD-DN. Action: Use the RTRY command to attempt another request.
ACD0317	No transaction ID is available. Action: If this command has a REMQ, then it is aborted. Otherwise, use the RTRY command to change the remote data base.
ACD0318	The ISDN Transport layer can not find the D-channel or PNI number. Action: If this command has an REMQ, it is aborted. Use the RTRY command to change the remote data base.
ACD0319	The Advance Network package 148 and Network ACD package 178 are required for Targets across the Network.

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ACD0320	No Night Table has been defined for this ACD-DN.
ACD0321	No Day Table has been defined for this ACD-DN.
ACD0322	This Target ID does not exist in the table specified.
ACD0323	Only the Senior Supervisor can execute this command.
ACD0324	This ACD-DN does not have any routing tables defined.
ACD0325	You do not have enough memory left to allocate for this routing table.
ACD0326	You cannot define a new Day Table when this ACD-DN still has a TOFT defined.
ACD0327	You cannot define a new Night Table when the NCFW DN is defined for this ACD-DN.
ACD0328	The CWLF or CWLW thresholds cannot be defined or changed unless the NCWL option is set in LD 23.
ACD0329	Commands only accepted when RPRT = Yes.
ACD0330	Commands only valid if EAR package is equipped.
ACD0331	Commands only valid if CCR package is equipped.
ACD0332	That DN is not a valid Control DN.
ACD0333	Invalid input. Expected response is either ON or OFF.
ACD0334	Commands not valid for a CDN.
ACD0336	Cannot change the CNTL option from NO to YES if the VSID for the CDN is not defined.
ACD0337	Cannot change the TSFT option for a CDN with CNTL set to NO.
ACD0338	An ACD DN defined for data service access may not be used as a default ACD DN.
ACD0339	Cannot change the TLDA option for a CDN with CNTL set to NO.
ACD0340	Cannot change the TLDB option for a CDN with CNTL set to NO.
ACD0341	Cannot change the TLDC option for a CDN with CNTL set to NO.

ACD0342	Default ACD DN must be a valid ACD DN.
ACD0343	Command not available without the Supplementary features package 131.
ACD0344	RTQT must be set in range 0-30
ACD0345	To enable FORC please set RTQT to 0 or to enable RTQT please set FORC to no.
ACD0346	DN entered is not a valid MQA ACD DN.
ACD0347	User has entered a duplicate ACD DN for the MQA agent.
ACD0348	Not valid for MQA agent.